

## EAST Search History

## EAST Search History (Prior Art)

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S1	4	("20030103489" "20020048355").pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/08 11:09
S2	177843	(calls OR contacts) NEAR4 (customer OR user OR caller)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/08 11:26
S3	27244	((calls OR contacts) NEAR4 (customer OR user OR caller) SAME relat\$9)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/08 11:27
S4	27244	((((calls OR contacts) NEAR4 (customer OR user OR caller)) SAME relat\$9)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/08 11:27
S5	15325	S4 AND (call ADJ center) OR (contact ADJ center) OR (directory NEAR2 assist\$9)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/08 11:29
S6	254	S5 AND (repeat\$9 NEAR2 call)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/08 11:29
S7	131	S6 AND @ad<= "20040331"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/08 11:30
S8	594	S5 AND ((repeat\$9 OR previus OR common) ADJ2 (caller OR user OR customer))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/08 11:34
S9	327	S5 AND ((repeat\$9 OR previus OR common) ADJ (caller OR user OR customer))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/08 11:35

S10	191	S9 AND @ad<="20040331"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/08 11:35
S11	10	("20040109555" "6032184" "20070201674" "6882641" "6639982").pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/08 12:03
S12	428155	(call contact request) NEAR8 (customer user caller)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/10/16 11:14
S13	149337	S12 and ((common "same" repeat\$9 previuo\$9 relat\$9 (callback (call near back))) near4 (customer user caller))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/10/16 11:17
S14	23463	S13 and ((common "same" repeat\$9 previuo\$9 relat\$9) near2 (subject matter problem issue\$9))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/10/16 11:19
S15	11841	S14 and ((email e-mail) fax)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/10/16 11:23
S16	1272	S15 and (performance same (agent center))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/10/16 11:24
S17	665	S16 AND @ad<="20040331"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/10/16 11:26
S18	572	S17 and ((common "same" repeat\$9 previuo\$9 relat\$9) near (subject matter problem issue\$9))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/10/16 12:03
S19	237	S18 and ((relat\$9 "same" common) near (call contact))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/10/16 12:24

## EAST Search History (Interference)

<This search history is empty>

**10/ 22/ 2009 1:01:37 PM**

**C:\Documents and Settings\knguyen23\My Documents\EAST\Workspaces**

**\10\_815534\_1stA\_RCE2\_10\_16\_2009.wsp**